

# Provider Portal Frequently Asked Questions (FAQs)

## Registration

### Where can I register for the Medi-Cal Dental Provider Portal?

Providers can register for the Provider Portal by visiting the Medi-Cal Dental website at: <https://dental.dhcs.ca.gov/Providers/ProviderPortalRegister>.

### What information would I need to register?

When registering for the Provider Portal, you would need to have the following information: Billing NPI Number, Tax Identification Number (TIN)/ Social Security Number (SSN) or Payment ID, Provider First Name, Provider Last Name, and Provider Email Address.

### What if I forget my password?

Once registered, you can access the Provider Portal by visiting this website: <https://providerportal.denti-cal.ca.gov/>. When you go to **Login**, you will need to click the **Forgot Password?** link. You will then be directed to enter the following information: User Name, Last Name, 4-Digit PIN, then click **Next**.

### What if I forget my username?

Once registered, you can access the Provider Portal by visiting this website: <https://providerportal.denti-cal.ca.gov/>. When you go to **Login**, you will need to click the **Forgot User Name?** link. You will then be directed to enter the following information: Last Name, Email, and 4-Digit PIN, then click **Submit**.

### My Provider Portal is locked. Why?

When logging into the Provider Portal. You are allowed a maximum of three attempts. More than three failed attempts to log in will automatically lock the account.

**Note:** A message will be displayed informing you of the next steps to take to unlock the account.

## General

### Can I view eligibility on the Provider Portal?

No, the Provider Portal allows you to view member's treatment history, claims, payment history, treatment authorizations, add delegates, and upload and download files. For patient eligibility visit the Medi-Cal website at: <https://mcweb.apps.prd.cammis.medi-cal.ca.gov/>.

### Can I add registered/unregistered delegates in the Provider Portal?

Yes, navigate to the **Provider Portal Home Page** and in the upper right-hand corner, click the hamburger icon . Hover over the **Maintenance** menu option and then click on **Manage Delegates**. There, you will be able to add either a registered delegate or an unregistered delegate.

### Can I limit the functions that my staff can access as delegates?

Yes. When adding registered or unregistered delegates, administrators can choose to assign all available functions or limit access based on the delegate's job role.

### How can I access the Missed Appointment Notification Form on the Provider Portal?

When logging into the Provider Portal. Navigate to the **Provider Portal Home Page** and go to **Helpful Links**. There you can access forms and information to assist you with managing your Medi-Cal Dental accounts. The webform links will take you directly to the **Dental Case Management Referral** or **Missed Appointment Notification** webforms. You will complete all required fields and include all additional information that would help with research and resolving the submissions.

### Who can I contact for support?

For additional questions and Provider Portal assistance, you can contact the Provider Telephone Service Center toll-free at: (800) 423-0507 or email at: [Medi-CalDentalWebAppTechSupport@gainwelltechnologies.com](mailto:Medi-CalDentalWebAppTechSupport@gainwelltechnologies.com)

## Claims

### Can I request a copy of my EOB through the Provider Portal?

No, requests for copies of EOBs must be in writing. Please include the provider's NPI and the EOB issue date, and mail to Medi-Cal Dental, Attention: Provider Service General Correspondence, PO BOX 15609, Sacramento, California 95852.

### Can I enroll in EDI and submit claims electronically through the Provider Portal?

No, to submit claims and TARs electronically, providers must sign up for Electronic Data Interchange (EDI) using the enrollment packet found on the Medi-Cal Dental website. Providers already enrolled in EDI, who wish to change or cancel their EDI enrollment may use the **Provider Service Office EDI Option Selection Form**. To get started, visit the Medi-Cal Dental website at: [www.dental.dhcs.ca.gov](http://www.dental.dhcs.ca.gov). For assistance contact EDI Support at: (800) 423 – 0507 or email: [Medi-CalDentalEDI@gainwelltechnologies.com](mailto:Medi-CalDentalEDI@gainwelltechnologies.com).

### Can I find my Authorization on the Provider Portal?

Yes, it will be under the **Case Management** tab. Search by patient name and Benefits Identification Card (BIC) or Document Control Number (DCN).

### What information is available for a Treatment Authorization Request (TAR) in the Provider Portal?

You can view the authorization number, status, provider details, member information, service details, servicing provider and location, diagnosis information, and any attached documentation.

### What details can I view on a claim in the Provider Portal?

The Claim Details page provides information such as charge amounts, paid amounts, services rendered, and Explanation of Benefits (EOB) codes, among other relevant details.

### What payment history is available in the Provider Portal?

You can view payment issue date, payment method, payment type, check number, and check amount.

## **Defects**

**Should the password policy prevent users from setting up a password that was used before?**

This issue has been acknowledged and will be addressed in a future update.

**On an iPad, after clicking “X” button, why does the 'Close' label still appear on the home page?**

This issue has been acknowledged and will be addressed in a future update. As a temporary workaround, the provider can refresh the page. After doing so, the 'Close' title will no longer appear on the home page.

**In the Provider Portal's Delegate section, why does exporting the PDF file for Pending delegates result in a list of Registered delegates instead?**

This issue has been acknowledged and will be addressed in a future update.

**Why does the 'Create Account' screen allow special characters and spaces in the Username field without showing an error when the user clicks 'Check Availability'?**

This issue has been acknowledged and will be addressed in a future update. The system includes a built-in safeguard that validates the username input before allowing users to proceed. While special characters and spaces may not trigger an error during the 'Check Availability' step, an appropriate error message is displayed if the user attempts to move to the next screen with an invalid username. Additionally, the page provides clear instructions to guide providers on the allowed characters for usernames.

**In Android Chrome, why doesn't the Tax ID input field display the entered numbers, and why doesn't the eye icon toggle visibility on the Search Payment History page?**

This issue has been acknowledged and will be addressed in a future update.

**Why don't existing users—such as Providers, Delegates, Delegate Admins, or System Admins—see the message 'Your account was successfully updated' on their homepage after updating their 4-digit PIN?**

This issue has been acknowledged and will be addressed in a future update. The system does send a confirmation email to the provider, ensuring they are notified of the successful PIN creation.

### **Why does the new progress bar in the registration process become misaligned when zooming in on an iPad or iPhone?**

On an iPad or iPhone at 100% zoom, users can still track their registration progress by referring to the bubble indicator, which clearly shows the current step in the process—even if the progress bar line appears misaligned.

## **Resources**

### **How can a provider enroll in Electronic Fund Transfer (EFT)?**

To enroll in electronic funds transfer (EFT), commonly called direct deposit, or to cancel or change an existing enrollment, providers can use the EFT enrollment form, located under the publications tab in the **Provider Forms** section on the Medi-Cal Dental website. Visit <https://dental.dhcs.ca.gov> to get started.

### **Where can I find the Provider Portal User Guide?**

You can find the Provider Portal User Guide on the Medi-Cal Dental website at: <https://dental.dhcs.ca.gov/Providers/DentalProviders>.

### **How can I become a Medi-Cal Dental Provider?**

Applications to enroll or re-validate as a Medi-Cal Dental provider are submitted electronically through the **Provider Application for Validation and Enrollment (PAVE)** online enrollment portal. To learn more, visit the PAVE website at: <https://www.dhcs.ca.gov/provgovpart/Pages/PAVE.aspx>.

### **Can I file a First Level Appeal through the Portal?**

No, to request a first level appeal, providers need to mail a written request on office letterhead to California Medi-Cal Dental, Attention: Provider First Level Appeals, PO Box 13898, Sacramento, California, 95853-4899. The request must include provider information, member information, the statement that a first level appeal is being requested, supporting documents, and a live signature.

**Note:** First level appeal is the final action Medi-Cal Dental makes to the document.

**Can I add a rendering provider to my location with the Portal?**

No. The rendering provider will have to be enrolled through PAVE at:  
<https://www.dhcs.ca.gov/provgovpart/Pages/PAVE.aspx>.

**What resources are available for providers if they would like additional training for billing procedures?**

Medi-Cal Dental offers a wide range of additional training including seminars, webinars, and workshops. Trainings are free to providers, office staff, and other interested parties and offer continuing education credits. To learn more about all the trainings offered and to view the current schedule visit the Medi-Cal Dental website at: <https://dental.dhcs.ca.gov/>



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